

Milford Area Communications Center

1 Union Square, Town Hall, 4th Floor, Milford, NH 03055

~2005 REPORT~

The year 2005 had many changes at the Center. A new director was appointed in April, several full-time dispatchers became part-time dispatchers, and new full-time dispatchers have been hired and trained. Thanks to a core of veteran dispatchers this all took place smoothly.

As the new Director, I have the privilege to report to you about the professionalism of the staff, and the high quality of the technology at the Milford Area Communication Center.

It is with pride and a deep sense of responsibility that we serve the needs of our member towns: Milford, Wilton and Mont Vernon. Fire, Police, EMS and Highway Departments depend on us to answer phones, relay messages, handle radio calls and coordinate all their activities. This partnership and interaction comes into play every time a member of the public requests assistance.

In 2005, the Center handled 18,965 Police incidents and 2,392 Fire and EMS incidents. We also provided hundreds of assistance calls for non-MACC agencies, and innumerable calls for information from the public.

We look forward to 2006 with the following goals: Advanced dispatcher training with special emphasis for the Fire Service, review and improvement of all procedures, further implementation of the Police mobile data technology and search for a larger customer base to reduce costs without diminishing quality of service.

All of us at the Communication Center extend our most sincere thanks to the citizens, Selectmen, and the agencies we work with and serve, for their cooperation and support.

Respectfully submitted,

Mark P. Schultz, Director

